

Government Documents Reference Service in Canada: A Nationwide Unobtrusive Study of Public and Academic Depository Libraries

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This study reports on a nationwide unobtrusive evaluation of government documents reference service at public and academic depository libraries in Canada. Fifteen questions dealing with subject matter from both the legislative and executive branches of government were asked 486 times at 104 depository libraries in 30 census metropolitan areas. Overall, depository library staff members provided complete answers to questions 29.3% of the time. When complete and partially complete answers are counted together, the success rate climbs to 42.4%. Academic full depositories achieved the highest rate of success, followed by public full depositories. In-person questions were answered more successfully than phone questions. Print materials were by far the largest single source used (45.7%) to answer questions. When print alone was used, complete answers to the test questions were found only 39.9% of the time. When World Wide Web sources alone were used, the complete answer rate was 63.7%. To improve service, extensive and periodic staff training may be needed about the structures and functions of both the legislative and executive branches of government. Staff members need to know what programs are available and who is responsible for which programs in the federal government.

Unobtrusive evaluation studies concerning the efficacy of library reference service have consistently shown that librarians are able to offer complete and satisfactory answers to patrons about 35% of the time (Herman & McClure, 1986) and that five variables (library expenditures, volumes added, fluctuations in the collection, size of the service population, and hours of operation) "reveal a cor-

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Library & Information Science Research, Volume 22, Number 2, pages 185-222.

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Government Documents Reference Services

Bill Katz



Government Documents Reference Services:

Government Documents and Reference Services Robin Kinder, 1991 This helpful new book discusses access possibilities and policies with regard to government information New and impending legislation information on most frequently used and requested sources and grant writing are some of the topics covered in the comprehensive chapters Government Documents and Reference Services helps make sense of technical reports government regulations patents and other difficult areas the librarian has to deal with Reference and technical librarians will find this an indispensable tool to guide them through the intricacies of government document research *The Changing Face of Government Information* Suhasini L. Kumar, 2013-10-28 Learn what innovative changes lie in the future of government information The Changing Face of Government Information comprehensively examines the way government documents librarians acquire provide access and provide reference services in the new electronic environment Noted experts discuss the impact electronic materials have had on the Government Printing Office GPO the reference services within the Federal Depository Library Program FDLP and the new opportunities in the transition from paper based information policy to an electronic e government This source reveals the latest changes in the field of government documents librarianship and the knowledge and expertise needed to teach users how to access what they need from this enormous wealth of government information Major changes have taken place in the way government information is created disseminated accessed and preserved The Changing Face of Government Information explains in detail the tremendous change taking place in libraries and government documents librarianship Topics include the increasing accessibility to the federally funded technical report literature information on the Patriot Act s effect on the status of libraries in the aftermath of 9 11 the uses of Documents Data Miner and information about catalogs indexes and full text databases This book also provides a selective bibliography of print and electronic sources about Native Americans and the Federal Government as well as specific sources for information about the environment such as EPA air data DOE energy information information on flora and fauna hazardous waste land use and water Each chapter is extensively referenced and several chapters use appendixes tables and charts to ensure understanding of data This useful book gives readers the opportunity to learn how the University of Oregon successfully integrated its business reference service and map collection into its government documents collection the results of a survey of FDLP institutions identifying the factors contributing to the reorganization of services details of the pilot project undertaken by the University of Arizona Library along with the United States Government Printing Office s Library Programs Service to create a model for a virtual depository library which critical features are missing in today s e government reference service models details of the GPO s plans to provide perpetual access to both electronic and tangible information resources and the strategies to authenticate government publications on the Internet The Changing Face of Government Information is stimulating horizon expanding reading for librarians professors students and researchers **Government Documents Librarianship** Lisa A. Ennis, 2007

This book begins by looking at career opportunities in both Federal Depository Libraries FDLs and non depository libraries with government documents collections It then discusses skills and traits networking and training options managing and administering people paperwork and collections and both public services and technical services issues **Organization of Document Collections and Services** Judy Horn,1998 **Opportunities for Reference Services** Bill Katz,2019-12-06

This book first published in 1991 explores the changing roles of reference services and offers advice and practical ideas to guide librarians through the increasingly tangled maze of duties being thrust upon the reference staff Although the everyday work of the reference librarian is often taken for granted these insightful chapters illuminate the essential service performed by the reference librarians as they facilitate access to information for a wide variety of users Furthermore this book helps reference librarians face the future by examining the technological and service developments that will challenge their profession It addresses unique reference problems such as making use of the telephone as an information gathering tool selecting reference material for the interdisciplinary field of Health Physical Education and Recreation HPER and helping non law students with legal research Topics related to information systems are examined such as the limitations of end user online services and an evaluation of the Library of Congress Information system Authoritative contributors make recommendations on how to design services to coordinate with the new technology and how to change librarians roles so they can assist people in using these systems **Serials and Reference Services** Robin Kinder,William A. Katz,1990 Here is one of the first books to address the problems of serials as they relate to the user the reference librarian and the library itself Opening a crucial dialogue serials librarians and reference librarians explore ways in which they can work together to make serials more accessible to the user With this vital new book public services librarians will gain a better understanding of the unique nature of serials especially concerning their acquisition and cataloguing and technical services librarians will gain a clearer view of the problems involved in interpreting the record for the user Serials and Reference Services provides a wealth of information that will help the cataloguer who must create a record out of a dizzying change of titles volumes and frequency the reference librarian who must interpret the record for the user the bibliographer who must select titles the manager who will be viewing the new formats for serials and the administrator who needs an overview in order to pull disparate services together into a functioning whole Automation is also explored and finally a look at the core collection newspapers comic books and poetry magazines gives an eclectic ending to the volume Tillie Krieger Peter Hernon David C Heisser David C Taylor and Laura Peritore are among the well known contributors to the book **An Account of Government Document Bibliography in the United States and Elsewhere** James Bennett Childs,1927 **Outreach Services in Academic and Special Libraries** Paul Kelsey,Sigrid Kelsey,2003 Outreach Services in Academic and Special Libraries examines the creation and delivery of outreach programs designed to promote awareness of the library by meeting the information needs of underserved or uninformed patrons This book contains the experiences of academic and special

librarians who describe a wide array of successful outreach programs that are in place throughout the country This valuable tool introduces professional librarians and library science students and faculty to current and highly innovative models of outreach services implemented in a variety of academic and special library settings

United States Government Publications Monthly Catalog, 1947 Business Reference Services and Sources Katherine M. Shelfer, 1997 Contains nine contributions which range from Internet business research ESL students and underprivileged nontraditional students to networking with community business sources and the Internet's impact on government documents

Document Delivery Services Robin Kinder, 2013-10-18 Design and maintain document delivery services that are ideal for academic patrons In Document Delivery Services Contrasting Views you ll visit four university library systems to discover the considerations and challenges each library faced in bringing document delivery to its clientele This book examines the questions about document delivery that are most pressing in the profession of library science Despite their own unique experiences you ll find common practices among all four including planning implementation of service and evaluation of either user satisfaction and or vendor performance This book reviews the planning and process of implementing document delivery in Miami University University of Colorado at Denver University of Montana at Missoula Purdue University Libraries Document Delivery Services Contrasting Views addresses the paradigm of access versus acquisition and shows you how document delivery can be more integral in the library right alongside full text databases Internet access and reference services This book focuses on the issues that develop specifically in academic libraries such as the invisible user majority of undergraduate students when considering budget issues and collection development This book also explores the dynamic relationship between faculty and library administration that can impact events such as serials cancellations alternative access to materials and the reorganization of libraries to incorporate enhanced services to users You ll find useful information and proven methods concerning these topics re engineering library services restructuring a traditional Interlibrary Loan Department into an Information Delivery Interlibrary Loan Department ID ILL criteria for document delivery vendor selection delivering electronic tables of contents and search strategy outputs to faculty desktops document delivery in academic fee based information services With Document Delivery Services Contrasting Views document delivery becomes more than a simple acquisitions tool or a necessary service instead it is an enhanced access service that lends greater perspective to library staff and users alike This handy volume will help expand the role of document delivery services in your own library setting

Monthly Catalog of United States Government Publications United States. Superintendent of Documents, 1941 Lists all publications issued in 1941 46 received into the Library of the Public Documents Division too late for inclusion in the current Monthly catalog and certain publications received in 1947 which were declassified etc

Social Science Reference Services Pam M. Baxter, 1995 This new book addresses reference services across the spectrum of the social sciences Chapters embrace a multidisciplinary approach to providing both materials and services to users and stress the variety of

information formats available through a bewildering array of delivery mechanisms from an astounding number of sources Among the topics address are challenges of the automated environment dissertation development improving the handing of business reference queries user education bibliographic instruction data files for social research strategies for locating information on environmental public policy reference literature on the European Community and using economic statistics from the federal government

Library Reference Services and Information Literacy: Models for Academic Institutions Cordell, Rosanne M.,2013-06-30 As classrooms and universities strive to adapt their instructional methods to an ever progressing technological age it is imperative that academic libraries also revisit the ways in which reference and instruction services are organized and implemented Library Reference Services and Information Literacy Models for Academic Institutions not only advocates for a more intentional integration of reference and instructional services but it also provides organizational background staff objectives and various successes and challenges that have already been experienced by real institutions This publication is an important reference source for librarians practitioners and university leaders who wish to maximize the current utilization of their resources

Wisconsin Library Bulletin ,1919 Monthly Catalog of United States Government Publications ,2000 *Washington Information Directory* CQ Press,2012-07-20

Washington Information Directory is the essential one stop source for information on U S governmental and nongovernmental agencies and organizations It provides capsule descriptions that help users quickly and easily find the right person at the right organization *Washington Information Directory* offers three easy ways to find information by name by organization and through detailed subject indexes More than just a directory it also includes reference boxes and organization charts With more than 10 000 listings the 2012 2013 edition of *Washington Information Directory* features contact information for Congress and federal agencies Nongovernmental organizations Policy groups foundations and institutions Governors and other state officials U S ambassadors and foreign diplomats *Washington Information Directory* also features up to date contact information for the high level advisory positions or czar appointed by President Obama that oversee The auto industry Green energy Health care Technology Stimulus accountability

Reference Service Expertise William A. Katz,1993 This important volume presents a wealth of practical ideas for improving the art of reference librarianship *Reference Service Expertise* provides pragmatic ways for librarians to aid patrons consider reference collections and how they are employed and assess various technologies in reference work Dedicated to the idea that reference service is a benevolent desire to help the sometimes puzzled library user this unique book describes numerous and varied means to that end and encourages reference librarians to become familiar with the multiple resources available in modern libraries *Reference Service Expertise* pinpoints specific areas in which librarians can increase their knowledge in order to become more efficient These strategies include using a systems approach in reference instruction for library professionals guidelines for academic librarians to use for evaluating facilities services and staff as to how effectively they

welcome users and validate their information needs using team teaching to instruct users about library services developing legal reference skills to support the constitutional right to know in a self governing society and helping non science librarians to become science literate by reading popular science literature watching science television programs visiting science museums and generally increasing their awareness of the problem of science illiteracy among the general population A wide variety of resources available in today s reference libraries are discussed to help librarians become better informed about the options available to their patrons including ERIC and NTIS and the information gap between the two databases resources on the evolving market economy or investments in the Commonwealth of Independent States fee based services PsycLIT CD ROM PsycINFO online and the difference in retrieval patterns using the same vocabulary of terms interactive media centers advantages and shortcomings Reference librarians in all types of libraries will benefit from chapters that describe specific methods for improving their own personal effectiveness as well as chapters that evaluate specific services and reference tools available for reference library users

Philosophies of Reference Service Celia Hales-Mabry,1997 In Philosophies of Reference Service reference librarians share with you their reflective thinking about what they do as service providers An important addition to the personal and occupational library of anyone in reference services this book discusses the origins of reference service its founding principles the pleasures and pitfalls of the reference encounter delivering high quality service and much much more In a clever juxtaposition of the fundamentals of reference service provision with top notch thinking about the role of the reference librarian and what makes a reference unit effective Philosophies of Reference Service advocates for continuing familiarity with books in the reference section recognizing the diversity of service users and using collegiality in the work environment to boost productivity It discusses why reference service should move toward instructing people in mediums not systems as well as achieving consistency in reference service through shared values the concept of tiered reference services based on survey research the little discussed art of reference desk scheduling the importance of knowing your user and making appropriate accommodations partnerships in reference services techniques for conducting reference roving the advantages of print fostering widely grounded research through reference service why reference librarians share with the corporate world many of the same desired outcomes with regard to service provision Designed to assist readers in defining and developing their own approaches to reference service delivery Philosophies of Reference Service offers reference librarians insight practical knowledge and guidelines for keeping on top of new reference techniques establishing a partnership between the library and the user population and maximizing the helpful nature of reference service

Evaluation of Reference Services Linda S Katz,2013-10-18 Library authorities address the increasing significance of reference services and the increasing need for evaluation of those services to further ensure professionalism and efficiency

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